



TECHNICAL SERVICE BULLETIN

Seat Pan Looseness, Lateral Movement, And/Or Clunk/Thump Noise On Turns

19-2359
05 December 2019

Model:

Lincoln 2017-2019 Continental
2018-2020 Navigator

Issue: Some 2017-2019 Continental and 2018-2020 Navigator vehicles may experience seat pan looseness, lateral movement and/or a clunk/thump noise on turns. To correct the condition, follow the Service Procedure steps to reinforce the cushion hook on the affected seat(s).

Action: Follow the Service Procedure steps to correct the condition on vehicles that meet all of the following criteria:

- 2017-2019 Continental or 2018-2020 Navigator
- Seat pan looseness, lateral movement, and/or clunk/thump noise on turns

Parts

Part Number		Description	Quantity
W527404-S300	Package Contains 1 Piece, 2 Pieces Required Per Affected Seat	3/8 Inch Wide Hose Clamps Or Equivalent	2 Per Affected Seat
Obtain Locally	-	3/4 Inch Heater Hose, 1 Inch Long	2 Per Affected Seat

Warranty Status: Eligible Under Provisions Of New Vehicle Limited Warranty Coverage Warranty/ESP coverage limits/policies/prior approvals are not altered by a TSB. Warranty/ESP coverage limits are determined by the identified causal part and verified using the OASIS part coverage tool.

Labor Times

Description	Operation No.	Time
2017-2019 Continental 2018-2020 Navigator: Install Heater Hose And Clamp On One (1) Front Seat (Do Not Use With Any Other Labor Operations)	192359A	0.4 Hrs.
2017-2019 Continental 2018-2020 Navigator: Install Heater Hose And Clamp On Both (2) Front Seats (Do Not Use With Any Other Labor Operations)	192359B	0.7 Hrs.

Repair/Claim Coding

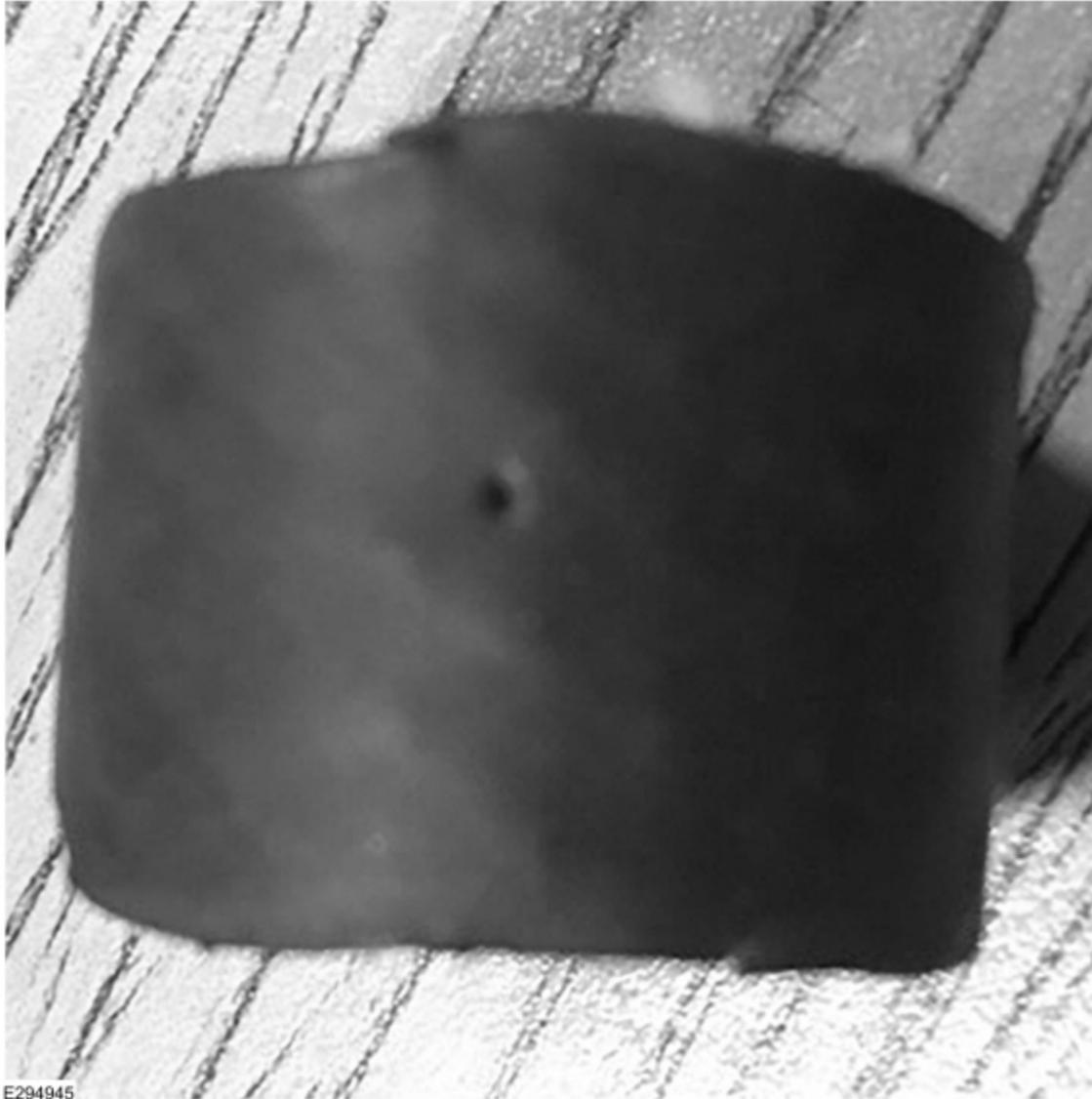
Causal Part:	9661711
Condition Code:	33

Service Procedure

1. Using both height and front tilt functions, adjust the affected seat to the highest position.

2. Remove only the affected driver front seat module (DSM) or passenger front seat module (SCMB) from the affected seat(s). Refer to Workshop Manual (WSM), Section 501-10A.
3. Remove the seat module mounting bracket.
4. Cut a 25.4 mm (1 in.) long section of 19 mm (3/4 in.) diameter heater hose. (Figure 1)

Figure 1



5. Cut a slit in the 25.4 mm (1 in.) piece. (Figure 2)

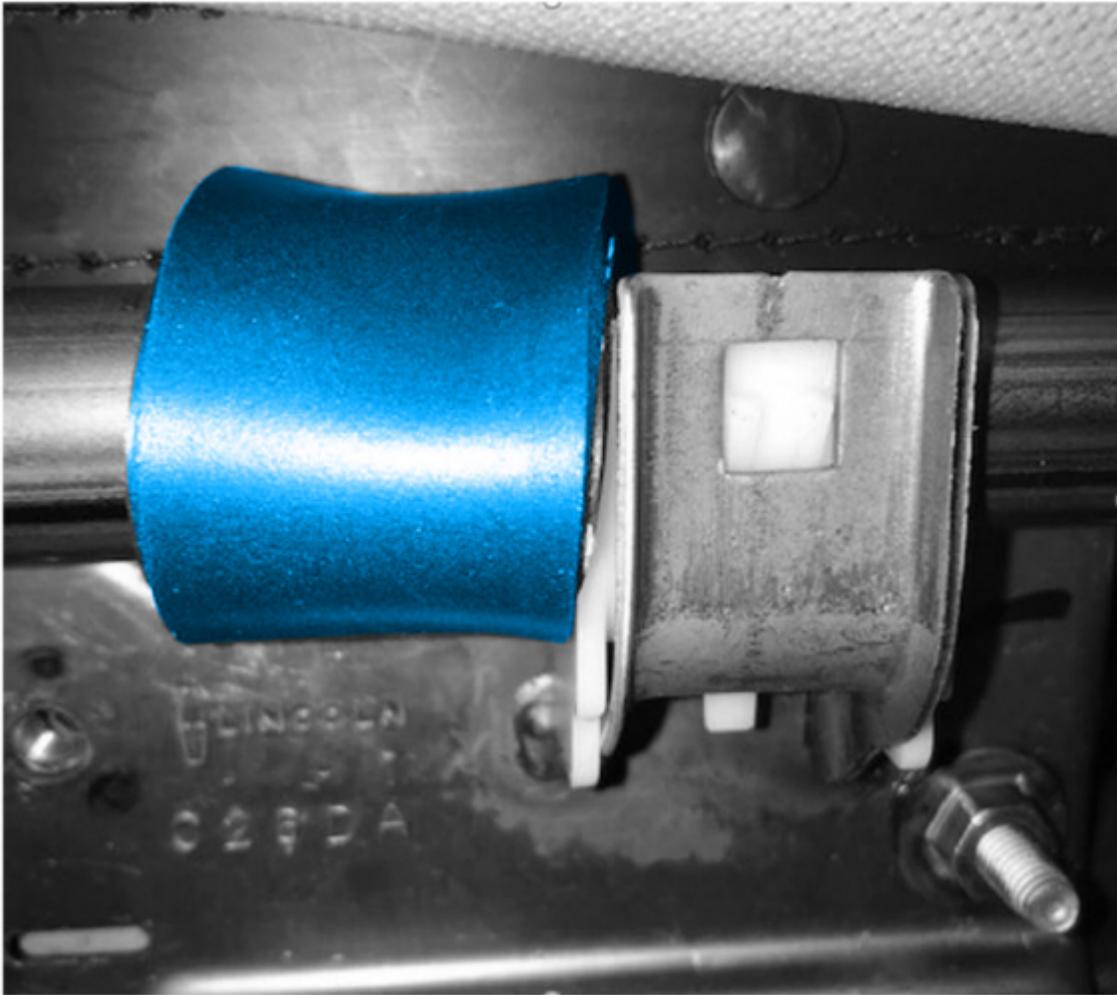
Figure 2



E294946

6. Install the hose over the front cross tube. (Figure 3)

Figure 3



E324514

7. Open the hose clamp and slip the hose clamp over the heater hose to secure the heater hose to the front cross tube.
8. Push the heater hose up against the cushion hook and tighten the hose clamp to 3.7 Nm (33 in-lbs). (Figure 4)

Figure 4



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9. Repeat Steps 4 through 8 on the other side of the seat track. (Figure 5)

Figure 5



E324516

- 10.** If the noise is present on both front seats, repeat Steps 1 through 9 on the other front seat.
- 11.** Install the affected DSM and/or SCMB and mounting bracket. Refer to WSM, Section 501-10A.
- 12.** Return the affected seat(s) to their normal position.

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NOTE: The information in Technical Service Bulletins is intended for use by trained, professional technicians with the knowledge, tools, and equipment to do the job properly and safely. It informs these technicians of conditions that may occur on some vehicles, or provides information that could assist in proper vehicle service. The procedures should not be performed by "do-it-yourselfers". Do not assume that a condition described affects your car or truck. Contact a Ford or Lincoln dealership to determine whether the Bulletin applies to your vehicle. Warranty Policy and Extended Service Plan documentation determine Warranty and/or Extended Service Plan coverage unless stated otherwise in the TSB article. The information in this Technical Service Bulletin (TSB) was current at the time of printing. Ford Motor Company reserves the right to supersede this information with updates. The most recent information is available through Ford Motor Company's on-line technical resources.